



COMMUNICATION

STANDARD ENVIRONMENTAL OPERATING PROCEDURE RDD-SEOP 4.4.3

**REFUSE
DISPOSAL
DIVISION**

1.0 PURPOSE AND SCOPE

1.1 This procedure is intended to establish a process for communication outreach and response to interested parties (external and internal) regarding the Refuse Disposal Division's (RDD) Environmental Management System (EMS).

1.2 This procedure describes how the RDD receives, documents and responds to communications from interested parties. In addition, it discusses proactive steps that RDD takes to maintain a meaningful dialogue with interested parties on environmental matters.

2.0 RESPONSIBILITY AND AUTHORITY

2.1 Deputy Director, RDD - is responsible for reviewing and approving communications with regulatory authorities to determine the appropriate response. The DD also approves any press releases or TV coverage regarding all issues within the RDD.

2.2 Environmental Management Representative (EMR) - is responsible for receiving, documenting and responding to relevant communication from interested parties directly or via the Deputy Director or Section Managers regarding the Division's EMS.

2.3 Section Managers – are responsible for preparing responses to interested parties and forwarding EMS program inquiries to the EMR for documentation, response, and records retention.

3.0 PROCEDURE (General)

3.1 The RDD uses a number of mechanisms to ensure effective communication with interested parties. These mechanisms include regulatory filings (such as permits, applications and reports), informational meetings and briefings, ESD's website, press releases, public meetings, landfill tours and conferences.

3.2 Inquiries and other communications (received by mail, email, fax, telephone, or in person) from interested parties concerning RDD's environmental performance may be received by a number of RDD representatives. Written communications on EMS matters are maintained under the RDD document control system. The RDD encourages feedback from interested parties on its EMS; its environmental performance and other related matters.

4.0 PROCEDURE (External Communication)

4.1 External inquiries/communications regarding the RDD's EMS program shall be referred to the EMR who will log them into the Environmental Communications Log for tracking, resolution, and retention as EMS records.

4.2 General rules for external communication require that the information provided by the organization be understandable and adequately explained to the recipients and presents an accurate and verifiable picture of the organization and its EMS, its environmental performance or other related matters. Outreach is conducted when considering changes at landfill sites that could have potential environmental impacts and are of high interest to stakeholders or other interested parties.

5.0 PROCEDURE (Internal Communication)

5.1 The RDD utilizes a variety of methods to communicate its EMS internally including EMS Website, emails, bulletin board postings, staff/shift meetings, department newsletters and area signage. General rules for internal communications require that the information provided be understandable and adequately explained to the recipients while presenting an accurate and verifiable picture of the RDD and its EMS, its environmental performance or other related matters.

5.2 Ongoing EMS communications are conducted via emails, phones, memos, C/PARs and at EMS meetings thereby ensuring appropriate and timely responses are taken at the various levels of the RDD's operations.

6.0 REFERENCES

EMS - Manual Section 4.4.3 "Communication"
RDD SEOP 4.5.2 "Corrective and Preventive Action"
Operations Manual "Landfill Tours"

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The on-line version and secured hardcopy are the controlled documents. The secured hardcopy will be identified by a "Controlled Copy" stamp (in red) and RDD Deputy Director signature. Any other documents are uncontrolled. Verify revision level status on-line or contact the EMR.